

“Making the Most of Available Tools”

**Session 2: Neighborhood Conference
May 30, 2009**

**Development Department
Housing & Neighborhoods Division**

“Making the Most of Available Tools”

Session 2



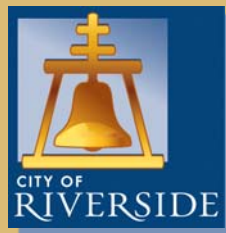
Workshop Facilitators

Don Smith, Project Manager

Housing and Neighborhoods Division

Michelle Guzman, Project Assistant

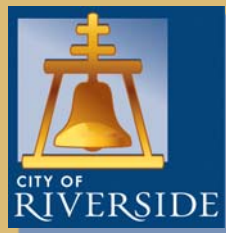
Housing and Neighborhood Division



“Making the Most of Available Tools”

Every neighborhood has unique issues to address and can benefit from the variety of resources that are available to assist them

Whether it is cleaning up the neighborhood, dealing with a neighborhood dispute, or getting a special event permit to close the street for a block party, this session will help get you connected to the right tools



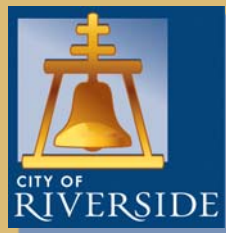
“Making the Most of Available Tools”

One Call Does It All! **(951) 826-5311**

- Call Center began in 2004
- Centralized point of contact for any non-emergency calls
- Calls typically receive a response within 24 hours
- Provides information and refers service requests to the appropriate City department
- Illegal dumping, potholes, traffic problems, abandoned vehicles, weeds in public places, or code violations
- Request City tree trimming services, sidewalk or curb repair, street sweeping, or park maintenance
- Get information on City projects, or community and area events

GRAFFITI HOTLINE (951) 826-5311

If you see graffiti, please contact the Graffiti Hotline. If you witness “tagging” in-progress, please contact the Riverside Police Department at:
(951) 787-7911



“Making the Most of Available Tools”

Housing & Neighborhoods Division

(951) 826-5195



- ✓ Grassroots Neighborhood Leadership –
Helping citizens stay engaged in their communities
- ✓ Affordable housing- City of Riverside housing programs
- ✓ Homelessness- A proactive approach to ending homelessness
- ✓ Grants received from federal and state government- CDBG grant funding

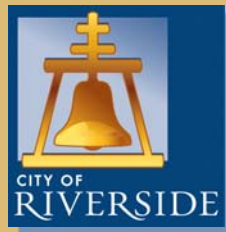
Neighborhoods: (951) 826-2390

Housing: (951) 826-5973

Homeless: (951) 826-2200

Community Development Block Grants (CDBG): (951) 826-2305

Strengthening Neighborhoods through the use of various tools...



“Making the Most of Available Tools”



Neighborhood Watch

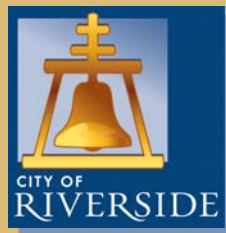
Neighborhood Watch is a citizen involvement program where citizens, in cooperation with local law enforcement, directly participate in the detection and prevention of crime

- The added eyes, ears and awareness on our city streets
- Members carefully watch their neighborhood and notify the police of suspicious or criminal activity
- The Neighborhood Watch Academy is a comprehensive approach to keeping communities safe and improving quality of life
- The academy provides tools for new and current Neighborhood Watch participants

For more information please contact:

(951) 826-8721-North (951) 826-8713-East
(951) 353-7969-West (951) 353-7962-Central

www.riversideca.gov/rpd



“Making the Most of Available Tools”



City of Riverside CERT Training Program (951) 826-5550

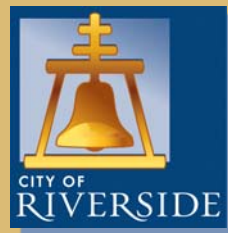
- Train you to help yourself and others in the event of a disaster
- Give immediate assistance to victims at a disaster site
- Support emergency responders
- Offer a potential workforce for crowd control and evacuation
- 20 hours of training
- \$15 per person
- Registration forms, training dates and times can be found at:
www.riversideca.gov/fire/cert-home.htm

Disasters can happen any time and anywhere. . . How ready are YOU?



- Get a Kit
- Be Informed
- Make a Plan
- Get Involved!

(951) 826-5311



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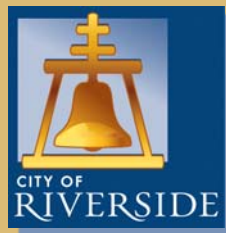


Mayor's Night Out

Meet the Mayor, City Council Members, the City Manager and City staff from the Fire, Police, Park & Recreation, Library, Public Works, Public Utilities, Planning, Office of Neighborhoods, and other departments to comment and respond to questions.

- Learn about projects and programs in your neighborhood
- Meet your neighbors
- Make your neighborhood a better place to live
- Showcase City accomplishments available to residents
- Respond to questions in writing within 30 days and publish the responses here.

For more information or for a 2008 Mayor's Night Out Calendar, please call the Office of the Mayor at (951) 826-5813



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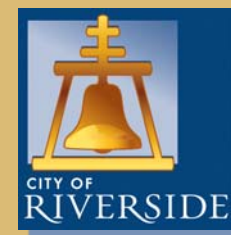
- Tree Power
- Ultra-Low Flush Incentives
- Weatherization
- Energy Star® Appliances
- Sun Power
- Pool Saver



- High Efficiency Washer
- Cool Cash Incentives
- Irrigation Control
- Change a Light
- Cool Returns



For more information please call (951) 826-5485



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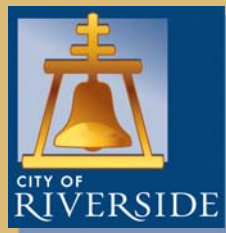
Riverside Code Enforcement (951) 826-5311

Enforcing the codes that govern the use & maintenance of private property

- ✓ Inoperable Vehicles
- ✓ Illegal Parking
- ✓ Trash/Debris
- ✓ Overgrown Vegetation
- ✓ Illegal Construction
- ✓ Trash Containers
- ✓ Over Height Fence
- ✓ Renting
- ✓ Parking in Yards
- ✓ Home Operated Businesses
- ✓ Fences

Join the Riverside Code Enforcement Community Volunteer Program!
“Code 51” (951) 826-5633

“Working Together to Provide a Safe & Attractive Community”



“Making the Most of Available Tools”

Public Works Department

(951) 826-5311

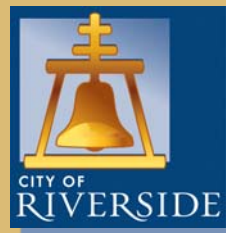


- Bulky Items Pickup
- Residential and commercial solid waste collection
- Recycling/Environmental waste management
- Household hazardous waste collection
- Water Quality Laboratory Testing
- Graffiti abatement
- Plumbing and sewer maintenance



Neighborhood Traffic Management Program (951) 826-5366

- Traffic signs
- Speed control
- Residential parking
- Pedestrian Safety
- Traffic Pattern Modification Plan



“Making the Most of Available Tools”



Parks, Recreation & Community Services

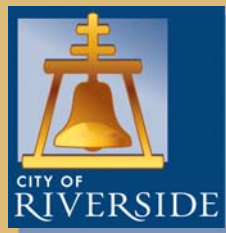
- Adult Sports
- Community Centers
- Mobile Recreation Party Rentals
- Other Resources
- Park Facility Rentals
- Senior Programs
- Special Transportation
- Special Programs
- Youth Programs

Summer Classes & Activities

Aquatics and Pool Rentals
Camps and Excursions
Tot and Youth Classes
Teen Adult Classes
Adult Classes

For more information on Park & Rec Services call (951) 826-2000

See what Parks, Recreation and Community Services has in store for you!



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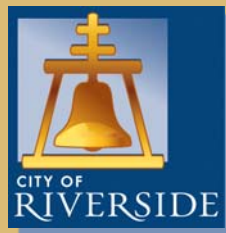


The City of Riverside is evolving as a high technology community!

- Qualify for a free computer!
- Digital Inclusion Classes
- E-Waste Recycling
- Discounted Computers
- 0% Financing for your New Computer
- High Technology Incentive Programs
- Tenant Improvement Program

**FREE WI-FI
INTERNET ACCESS!**

www.smartriverside.com



“Making the Most of Available Tools”



Are you planning to host a Special Event in the City of Riverside?

Successful events depend on good planning. The [Special Event Packet](#) will guide and assist you in the preparation and processing of your Special Event Permit.

Special Events include:

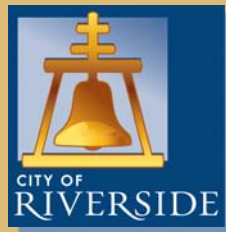
- Neighborhood Block Parties
- Parades
- Festivals & Fiestas
- Walks
- Events that would involve a sidewalk or street closure or use of City property.

Arts & Cultural Affairs Division

Mission: To champion and advance Riverside as the “City of Arts & Culture” in the broadest economic and social context possible.

- Providing guidance to community partner organizations to promote a cohesive and sophisticated artistic and cultural environment.
- Serving as the City’s arts and cultural affairs representative with local, county, and state arts agencies, local arts ad-hoc coalitions, corporations civic groups, and artists.
- Coordinating City-wide Special Event permits.
- Overseeing City-wide filming rights, productions, and revenue-generation.

For more information or a Special Events packet, please call (951) 826-5586



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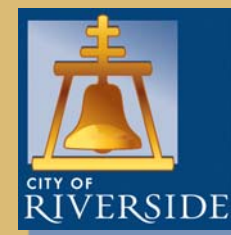
When you shop locally, you are increasing your investment in your community and ultimately improving your quality of life. Income to the City for the taxes you pay on goods and services helps to support your local:

- Fire Programs
- Park and Rec Programs
- Police Programs
- Library Programs
- Museums
- Youth Programs

*The community card has more than 130 participating local businesses and provides a wide range of special offers for the cardholder.

For more information
please contact:
Charva Ingram
at (951) 826-2434
or email at
cingram@riversideca.gov

*By shopping in Riverside you keep
your dollars in your community!*



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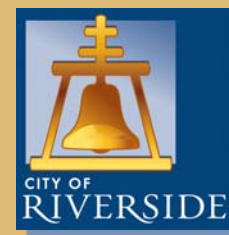


City of Riverside E-Services

Assisting the community through a variety of online services

- ▶ Access City Council agendas, reports, and meetings
- ▶ Park & Recreation Activity Registration
- ▶ Pet Licensing
- ▶ Utilities Services
- ▶ Search for Riverside Businesses
- ▶ Survey and Land Records
- ▶ Code Violation Reports
- ▶ Missed Trash Pickup
- ▶ Police- Anonymous Tip Report and Property Crime Report
- ▶ Pay utility bills and parking citations

www.riversideca.gov



“Making the Most of Available Tools”



**Volunteer Center
of Riverside County**

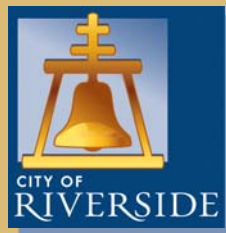
- Alternative Sentencing Program
- HELpline Crisis & Suicide Intervention program
- Senior Ombudsman Services
- Shared Housing multigenerational program
- Transportation Access Program
- Volunteer Connection program

www.vcrivco.org

2-1-1 Riverside County

- A link to the community services
- Over 800 non-profit & governmental human service agencies are listed in this database

[**www.informriverside.org**](http://www.informriverside.org)



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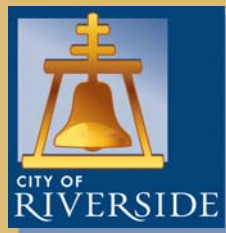


Resource Center for Non-Profit Management (951) 686-4402

*Provide leadership and professional
development resources to strengthen the
nonprofit sector*

- Technical Assistance
- Monthly Workshops
- Nonprofit Management Consulting
- Annual Conference
- Bi-monthly e-Bulletin
- Membership
- Foundation Center Cooperating Collection
- Collaborative Partnerships

www.nonprofitresource.org



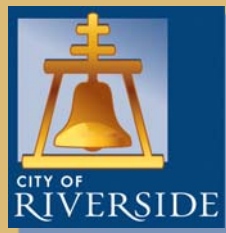
“Making the Most of Available Tools”



**Riverside County Department of
Animal Services (951) 358-7387**

- Adoption Services
- Education Services
- Clinic Services
- Dog Training Classes
- Shelter Services
- Noise, Nuisance & other Complaints
- Licenses & Vaccinations
- Animal Cruelty, Abuse & Neglect Reporting

www.rcdas.org



“Making the Most of Available Tools”



Dispute Resolution Center (951) 955-4900

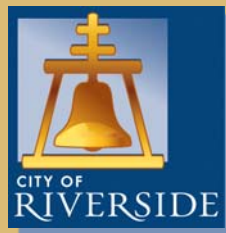
Basic Mediation Training

- June-July, 2009
- 25 Hour Class
- Registration Fee
\$75.00-\$225.00 based
on income
(scholarships available)
- Classes located in
Moreno Valley

- Landlord/Tenant disputes
- Harassment
- Neighbor/Neighbor
- Small Claims
- Employer/Employee
- Consumer/Merchant
- Business/Business
- Victim/Offender
- Domestic

For more information or to register for training please log on to:

www.capriverside.org



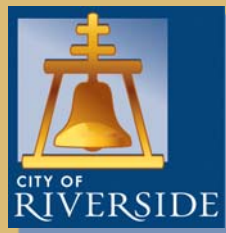
“Making the Most of Available Tools”

Fair Housing Council of Riverside County (951) 682-6581 / (800) 655-1812

- Investigate housing discrimination complaints
- Counsel & mediate landlord/tenant issues
- Fair Housing training workshops for property managers
- Training and Education on renter/owner rights and responsibilities
- First-time Homebuyer education
- Foreclosure/Loss Mitigation counseling
- Lead-Based Paint program

www.fairhousing.net

6 Convenient Office Locations Throughout Riverside County



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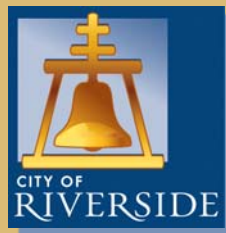


Keep Riverside Clean & Beautiful

- Adopt a Street
- Tree Planting Celebration
- Riverside Against Taggers (RAT)
- Litter Clean-ups
- Clean Campus Competition
- Recycling Household Hazardous Waste
- Great American Clean-up Day

www.krcb.com

For more information please call: (951) 683-7100



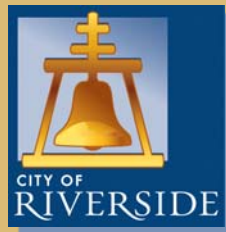
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Riverside Resource Conservation District (951) 683-7691

The Riverside-Corona Resource Conservation District facilitates natural resource conservation through education, collaboration, and technical assistance

- Evaluates irrigation systems to help landowners conserve water
- Present programs that teach about sustaining natural resources:
 - keeping storm water clean
 - managing landscapes
 - controlling erosion
- Promotes sustainability and natural resource stewardship
- Advising land users and others about natural resources and their conservation
- Service is provided to landowners and users who are interested in conserving natural resources while using or developing property

www.rcrcd.com



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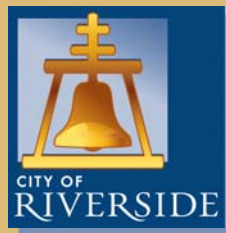


Riverside Historical Society

Bringing together citizens dedicated to learning about our local history and to preserve a record for future generations.

If you are interested in Riverside's history please join The Riverside Historical Society at...

www.riversidehistoricalsociety.org



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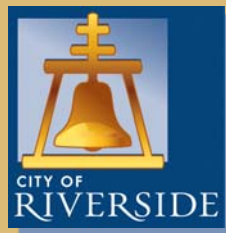


Neighborhood Link Free Neighborhood Websites

- Create a free website for your neighborhood
- Encourage communication and provide resources
- Join a network of related neighborhood websites
- Post commercial information “Free Classifieds” on your site
- Chose between a Neighborhood or Club Organization Website

For more information log onto the website at:

www.neighborhoodlink.com



THANK YOU!

Remember...

For City of Riverside Services Call:
(951) 826-5311

For Community Services Call:
2-1-1

Housing & Neighborhoods Division
(951) 826-5195

